

# Lifestyle Living

May Issue  
Lifestyle @ Home  
Part 3



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## *A Message From*

Michael Mendillo

President, FirstService Residential

As your trusted property management team, we are here to help keep you safe both during and after the COVID-19 pandemic — a crisis that has effected almost every aspect of our lives. This includes the way we communicate and convene with those closest to us, and undoubtedly, the way we will celebrate the upcoming Memorial Day weekend.

Leading up to the holiday, rest assured that you can still make memories from home. This issue of Lifestyle Living will help you accomplish exactly that.



## Wellness Should Be A Right, Not A Luxury

# Wellness Tips

When you think of wellness, what comes to mind? Is it \$100 yoga pants and \$15 smoothie bowls? Maybe the idea of wellness floods your mind with pictures of celebrities and Instagram influencers. It's not that any of these things are inherently bad, but for too many people, they suggest that wellness is a luxury they can't afford.

For the majority of people, wellness is too hard—and people give up before they even really start. How can we combat the difficulty factor and make it easier to focus on our physical, mental and spiritual health? First, we have to get to the root of the problem.

**Myth:** **Wellness requires too much planning.**

How great would it be if you could just waltz into the gym at a moment's notice? Unfortunately, it doesn't work that way. Before COVID-19, you needed to pack a gym bag, get up early and head out the door with everything you need for an 18-hour day.

**Integrating wellness into your day should be as easy as hitting the snooze button.** By creating more room for spontaneity, people can engage in wellness practices in the moments when they need them most.

**Myth:** **Wellness is too time-consuming.**

In the past, driving to the gym in rush hour traffic just to get to a crowded gym and wait in line for an elliptical was exhausting in itself. Planning, grocery shopping, cooking and eating a healthy meal may have felt like an even greater endeavor.

**Wellness behaviors can require large amounts of time, but there are ways to create shorter, more effective programs that can be followed whenever you can and wherever you are.**

**Myth:** **Wellness is too expensive.**

Boutique fitness classes and pricey gym memberships have become the norm. Even the idea of "treat yourself" has become a mantra for self-care. They make us feel good in the moment, but what happens when we have to foot the bill?

**We shouldn't have to make sacrifices to invest in our wellbeing.** Wellness should be accessible—no matter your income level. We must find new ways to build healthy habits without breaking the bank.

**Myth:** **Wellness is just plain intimidating.**

Today it seems like health and beauty are synonymous. People are making entire careers out of posting Instagrams of their sunset yoga sessions, perfectly plated health foods and designer athletic clothing. What happens when you don't fit the mold?

**Wellness isn't one-size-fits-all.** People must feel comfortable in what their unique minds, bodies and souls need, because if everyone is striving for perfection, no one will succeed.



## Wellness Should Be A Right, Not A Luxury

(cont'd)

# Wellness Tips

### With all of these obstacles to overcome, how do we put wellness within reach?

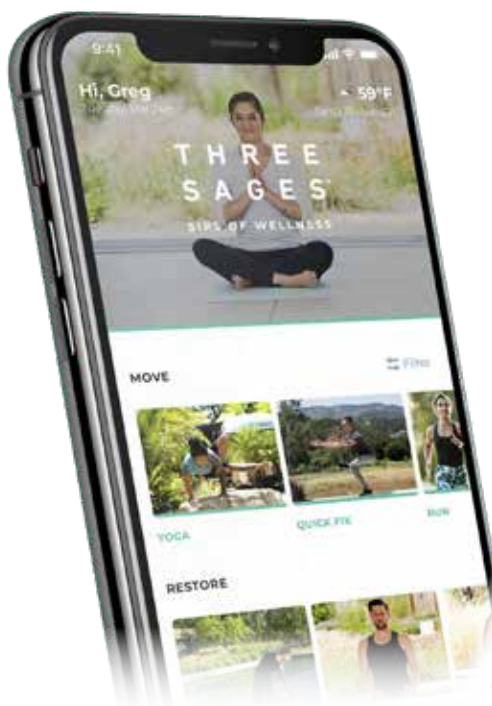
We have to break down the barriers between people and their opportunity for healthier, more fulfilling lives. Here, at Three Sages, we believe that wellness doesn't have to consume significant time and resources. That's why we've created what we call "sips of wellness" — short, targeted and efficient content to get you feeling better in minutes and all delivered via our mobile app.

Whether it's moving your body, eating a healthy snack or taking 5 minutes to breathe, you will have the tools and resources to make it easier to integrate wellness practices into your everyday life.

If you want to find new, more accessible ways to embark on your wellness journey or help your company promote wellness in an accessible way, just download the Three Sages app for a free trial ending June 30, 2020.

#### Written by:

Greg Commins | Founder & CEO of Three Sages



#### Learn more about Three Sages:

FirstService Residential is pleased to bring you premier access to the Three Sages app. Their new mobile app offering is a mix of low impact exercises, guided meditation and yoga, as well as nutritionist-approved recipes.

The program's carefully curated wellness routines are designed to amplify both your health and happiness. Described as "sips of wellness," the programming includes short, targeted and easily accessible content to get you moving and feeling restored.

Download the Three Sages App on your iOS device today with this free promotional code: **fsresidential**

This exclusive promotion will end on June 30, 2020.



# Healthy Kitchen

## Star-Spangled Fruit Kebabs

Cutting red and white fruits into star shapes to pair on skewers with blueberries makes a fun, patriotic and healthy dessert you can feel good about eating and serving to your kids. This red, white and blue fruit “salad” will be a hit at summer barbecues, especially for this holiday weekend.

### Ingredients:

3 large apples  
1/4 cup orange juice  
1 1/2 pounds watermelon  
72 blueberries (about 3/4 cup)

### Tips:

To make ahead, refrigerate kebabs for up to two hours.

Tools needed include a dozen 10-inch or 12-inch wood or metal skewers and one three-inch star-shaped cookie cutter

Tip: Don't throw away the fruit scraps after cutting out the stars. Use the extra pieces to make fruit salad, a smoothie or even applesauce.

### Directions:

Step One:

Stand each apple vertically on a cutting board. Cut two 1/2-inch-thick slices on either side of the core. Use a three-inch star cookie cutter to cut out 12 stars from the apple slices (save scraps for another use, see Tips). Place the apple stars in a shallow dish and add orange juice; soak for 10 minutes (this will help keep the apples from browning).

Step Two:

Meanwhile, cut watermelon into 1/2-inch-thick slices; use the cookie cutter to cut 24 watermelon stars (save scraps for another use, see Tips).

Step Three:

Alternate two watermelon stars, one apple star and six blueberries on each of 12 skewers.

### Nutritional Facts:

Serving Size: 1 Skewer

Per Serving: 52 calories; 0.2 g total fat; 1 mg sodium. 134 mg potassium; 13.5 g carbohydrates; 1.8 g fiber; 10 g sugar; 0.6 g protein; 361 IU vitamin a iu; 9 mg vitamin c; 4 mcg folate; 8 mg calcium; 9 mg magnesium

### Source:

*EatingWell Magazine*





# Healthy Kitchen

## No-Bake Berry Cheesecake Bars

As if no-bake wasn't tempting enough, consider that the graham cracker crust for these berry cheesecake bars has pecans in it. Ooh la la! In the filling, nonfat Greek yogurt and reduced-fat cream cheese cut the calories and saturated fat.

### Ingredients:

7 ounces graham crackers, broken into large pieces  
1/2 cup toasted pecans  
1/4 teaspoon salt  
1/3 cup canola oil  
2 (8 ounce) packages reduced-fat cream cheese, softened  
2 cups nonfat plain Greek yogurt  
2/3 cup confectioners sugar  
1 teaspoon lemon zest  
1 tablespoon lemon juice  
5 cups fresh berries

### Tips:

To make ahead, refrigerate bars for up to one day.

### Directions:

#### Step One:

Pulse graham crackers, pecans and salt in a food processor until finely ground. With the motor running, drizzle in oil, then pulse to combine. Press into a 9-by-13-inch baking dish.

#### Step Two:

Add cream cheese, yogurt, confectioners' sugar, lemon zest and lemon juice to the food processor. Puree until smooth, about one minute. Dollop the mixture over the crust, then gently spread into an even layer. Cover and refrigerate until cold, at least two hours and up to one day.

#### Step Three:

To serve, top with berries and cut into 16 squares.

### Nutritional Facts:

Serving Size: 1 Square

Per Serving: 245 calories; 14.5 g total fat; 4.8 g saturated fat; 8 mg cholesterol; 224 mg sodium. 152 mg potassium; 22.7 g carbohydrates; 2.5 g fiber; 13 g sugar; 6.4 g protein; 222 IU vitamin a iu; 8 mg vitamin c; 26 mcg folate; 69 mg calcium; 1 mg iron; 17 mg magnesium; 9 g added sugar

### Source:

*EatingWell Magazine*





# Healthy Living

## Creating a Rainbow of Nutritional Health

Eating healthy doesn't have to come with a price, and it doesn't have to be associated negatively with the word "diet". In fact, eating healthy can even be fun when you begin by creating a rainbow. The colors of the rainbow indicate the presence of phytochemicals and phytonutrients, which are beneficial substances produced by plants. Studies show that people who eat diets rich in colorful foods have lower rates of heart disease and cancer.

**Purple/Blue:** Eggplant, cauliflower, turnips, cabbage, potatoes, asparagus, carrots, grapes, blueberries, blackberries and kale varieties. These fruits and vegetables are full of vitamin A, C, and K and are rich in calcium and potassium. Calcium is good for bones, while potassium helps control blood pressure. Foods in the purple family may improve brain function, lower inflammation and fight cancer and heart disease.

**Green:** Swiss chard, broccoli, avocado, Brussels sprouts, cabbage, kale, bok choy, salad greens, collard and beet greens, zucchini, beans, peas and grapes. These fruits and vegetables contain plenty of vitamins A and K and loads of vitamin C. They also provide magnesium, iron, potassium, calcium and fiber. Green foods can help protect the immune system and can fight off viruses and bacteria.

**Red:** Tomatoes, cranberries, cherries, strawberries, raspberries, watermelon, pomegranates, grapes, beets, red peppers (sweet and hot), radishes, radicchio, apples (red skin), red onions and red lettuces. Tomatoes are known for the phytonutrient lycopene and vitamins A and C. Cooked tomatoes produce more lycopene than raw, and they also contain plenty of iron and potassium. Many foods in the red family help fight cancer.

**Orange/Yellow:** Sweet potatoes, yellow and orange peppers, squash, pumpkins, corn, oranges, melon, mango, peaches, pineapple and carrots. Sweet potatoes, in particular, are touted as one of the most nutrient-dense foods, providing all of your daily vitamin A requirements, plus a significant amount of vitamins C and B, calcium, iron and potassium. Many foods in the orange/yellow group help boost the immune system.

**White/Pale Green/Yellow:** Legumes, apples, citrus, parsnips, garlic onion, leeks, celery, asparagus, kohlrabi, radishes, cabbage, squash, fennel and turnips. These vegetables contain fiber, vitamins C, K, E and B, calcium, minerals and flavonoids which have a multitude of health benefits including anti-inflammatory and anti-allergic properties.

### Easy Tips to Add a Little Rainbow to your Current Meal Plan

- Sprinkle berries on your morning cereal.
- Add chopped fruits or vegetables to your salad.
- Add chopped carrots, legumes or root vegetable to your chili or stew.
- Create a hash with different root vegetables and top with an egg.
- Add a handful of chopped spinach, onion, garlic and tomato to your pizza.
- Add fruit to homemade muffins and bread.
- Top your pasta with chopped vegetables like spinach, zucchini or squash.

Remember, adding some color to your daily plates can be fun when you think of a rainbow!

### Written by:

Kathy O'Toole | Sun City Huntley, Fitness Manager



# Community Tips

## Keeping Common Areas Clean During the COVID-19 Pandemic

During these unprecedented times, residents are spending the majority of their time at home to protect themselves and their loved ones from infection. One of their primary contact points with the outside world is in your HOA or condo common areas, where they can be at risk of contact with lingering coronavirus or even spread existing virus to other areas of the property.

The Centers for Disease Control & Prevention (CDC) has made recommendations related to social distancing and wearing face coverings. In addition to those recommendations, one of the other most critical ways that communities can prevent the spread of coronavirus is through cleaning and disinfecting of your community common areas. Read on for a comprehensive list of places to clean and how to clean them.

Before you begin, make sure the staff are using cleaning supplies that are on the list of coronavirus-fighting products and that none of the products are too diluted to properly disinfect surfaces and have been provided the proper personal protective equipment when cleaning. When wiping down surfaces, ensure that not only the cleaner is strong enough, but that the towel, cloth or sponge being used is clean as well. Do not reuse cloths or sponges until they've been properly sanitized with hot water and detergent.

### **All Entrances (Front Doors, Receiving, Garage Levels):**

Wipe down the handles and the doors regularly, especially after high-traffic times in the morning or evenings, to make sure there are the fewest amount of people touching the entryways as possible in between cleaning.

### **Front Desk:**

It's the first place many residents go for information or to pick up packages, so it's critical to make sure the front desk

is consistently cleaned throughout the day. It's especially important that top of the desk is cleaned, as well as any phones and computer equipment at the desk.

When possible, keep hand sanitizer and facial tissues available for residents to avoid any possible spread of the virus.

Instruct front desk staff to have access to a supply of face coverings to prevent and protect against contamination.

### **Elevators and Stairs:**

Two of the areas that can easily be overlooked but are extremely important to have cleaned regularly are any elevators or stairways in your building. Some of the first surfaces residents touch when they're coming or going are elevator buttons and stairway railings.

Make sure to thoroughly disinfect all buttons on the elevator as well as all of the stair rails (and doors leading to stairwells). Don't forget to wipe down the call buttons on each floor, as well.

### **Mail Room:**

Mail and package delivery show no signs of slowing, and, as people leave their homes less, online purchasing and delivery is increasing dramatically. Since many residents will be using the mail room and collecting packages, it's important to make sure both the mailroom and package pickup areas are properly disinfected.

Wipe down the fronts of all mailboxes regularly throughout the day, especially after mail delivery. If staff are handling any delivered packages, ensure that they wash their hands before and after touching the package to prevent any germ transfer.

A close-up photograph of a person's hand holding a small, clear plastic spray bottle with a white nozzle. The hand is positioned over the steering wheel and dashboard area of a car, suggesting the application of disinfectant. The background shows the interior of the car, including the steering wheel and dashboard.

# Community Tips

## Keeping Common Areas Clean During the COVID-19 Pandemic (cont'd)

### **Laundry Facilities:**

If the residences in your community don't have in-unit washers and dryers and you have on-site laundry facilities, be sure that the rooms are properly cleaned, paying special attention to the handles and dials on both the washers and dryers, as well as the lint screen on the dryer.

If there is more than one washer and dryer, make sure that there is clear delineation of 6 feet on the ground using tape or signs to ensure residents don't stand too closely while putting their laundry in the washer or dryer.

To avoid crowding, post the times when the laundry room will be cleaned and stick to the schedule, so residents know not to use this amenity during that time. Additionally, limit the room capacity and post the new capacity in a highly visible location in the room.

### **Valet Services:**

Residents choosing to use valet service during this time need to be aware that attendants will be wiping down vehicle handles, steering wheels and gear shifts with disinfecting wipes to ensure no contaminants make it in or out of the building.

Attendants should wear face coverings and try to wash or sanitize hands frequently or wear disposable gloves that are changed in between vehicles.

Don't forget to have valet attendants wipe down the keys when they receive them and before they give them back to the vehicle's owner.

### **Staff Facilities:**

Making sure all of the available common areas are sanitized for residents is just part of the cleaning process. Be sure that all of the staff facilities are disinfected at the

same level as all other parts of the property.

Make certain that the break room countertops, tables, cupboards and chairs are thoroughly cleaned just before and after meal times to avoid any cross contamination and ask staff to be diligent about cleaning up after themselves, including washing any dishes that they dirty, before returning to work.

If your property uses a biometric time clock to record employees' time in and out, ensure that it is regularly sanitized. Encourage staff to wipe the reader down with a sanitizing wipe or alcohol pad before and after they place their finger on the reader.

Clean any staff desk phones, computers, keyboards and monitors since they come into regular contact with staff hands.

Each community is different, and you may have several other areas not mentioned here that also require daily sanitizing. Imagine any areas that residents and staff may come into contact with and make sure they are included in the list of places to scrub. Cleaning these common areas regularly with disinfectant will help ensure that staff and residents all remain safe and healthy while living in your community.





# Perspectives

## Finding the Truth in Communication

I don't read fiction. Not that there is anything wrong with romance novels, fairy tales or fantasy books, I just choose to spend my time reading books found in the non-fiction section of the bookstore or online audible store. I realize that this confession perhaps paints me as a book snob, but for now, I am willing to cloak myself in that robe of self-righteousness. What I have discovered, however, in my readings, is that opinions do not always represent absoluteness, and recollection rarely represents reality. I find the most unnerving books residing precariously between fact and faux, on the shelves of historical fiction. These cleverly crafted collections contain just enough truth to make the fantasy and the characters seem real. Yet, they in fact are merely figments of someone's imagination. It is possible that because of National Treasure there is now a generation convinced that the Declaration of Independence has a secret message scribbled on the back in invisible ink.

There is yet another world in which the declaration of truth and misinformation dance dangerously close. Board members, committee members, community members and management teams in communities and homeowners associations across the globe, often find themselves entangled in a storyline that some consider informative, many find amusing and others find appalling. Social media channels, like Facebook and Nextdoor, provide a platform for unfiltered dialogue from individuals whose identity is veiled behind the walls of their home and the screens of their computer. From behind the curtain of the Internet comes a plethora of information. Some information that makes its way to the world-wide web is valid and integrous. Some writings are clearly the antitheses of truth. However, the widest and most often traversed trail of online postings are newsfeeds dappled with enough patches of facts to disorient even the most discerning minds.

It is not always easy for community leaders and members to

decipher what is true and honest in the barrage of emails, text, phone calls, encounters and web postings. Sometimes the sheer volume (both definitions) of information is enough to muddy any and all streams of communication. However, as murky as the water may appear, community leadership must magically read between the lines and remain committed to clear, accurate, true, timely and appropriate communication. If there is uncertainty as to when a vendor may arrive on the property, that ambiguity should be clearly stated. If leadership makes a promise, that promise should be upheld — not held up. And, in this world, where increasing numbers of residents are passionately requesting more transparency, leadership must carefully juggle the delicate balance between legal liability and satisfying the inquisitive minds that desire to stay informed.

It deserves noting, that often we hear the clarion call from communities indicating that leadership just does not communicate enough. And, while that is valid in some cases, what we often discover is that residents are not seeking another text, email or publication. Show of hands as to who among us wants our phone or computer to ding at us any more than they already are? What most communities are asking for is not more, but better communication. Residents are longing for clear, accurate, timely, truthful information from the leadership of the community. If these forms of communication are not readily available, the masses will likely turn to the Internet where they will find a multitude of versions of truth, most of which belong on the virtual shelves of historical fiction where there's just enough truth to make it believable. The goal for community leaders should be to stack their shelves, websites and email folders with volumes of non-fiction communication.

**Written by:**

Sherman Britton | Vice President of Lifestyle Operations



# Community

## Spotlight: Port Liberté, Jersey City

Port Liberté is a high-end residential community located in Jersey City, New Jersey. Situated immediately above the Hudson River, residents have stunning views of the New York City skyline and the Statue of Liberty. As a community, the development comprises a mix of mid-rise buildings and individual town homes, with a total of 805 units. On-site amenities include an 88-slip marina, multiple pools, a playground, a fitness center, tennis courts, a basketball court, a clubhouse and a man-made canal.

FirstService Residential, the HOA, the security team and residents came together to figure out a way to physically “see” their neighbors. Since the onset of COVID-19, the staff has adhered to strict social distancing, wearing protective gear and communicating through virtual platforms. Overall, they missed interacting with their community face-to-face and began brainstorming ways to facilitate closer interaction.

They originally thought of a “flash mob” gathering, but with social distancing guidelines in place this was not feasible. The goal was to show their neighbors that they cared and also to check in to find out how they were doing.

Instead, the group came up with the idea to have a parade! First, the team pulled together some of their favorite uplifting quotes. Then, Property Manager Judith Vreeland painted each of the quotes on paper in her garage.

On the day of the parade, participants decorated their cars with the signs, lined up the cars and paraded around the community. They stopped on each street, waved, honked and even danced a bit in the streets! Residents and their families watched from their patios, porches and balconies with their families clanging pots and pans. It was defiantly an event that will be remembered for a long time.





# Community

Spotlight: 'Signs of Spring'  
at Sun City Huntley

Sun City Huntley is located in Illinois approximately 55 miles northwest of Chicago. The community consists of approximately 5,500 homes and roughly 10,000 residents.

To help the many residents of the community stay connected in a fun and engaging way, FirstService Residential hosted a window-decorating challenge and invited each of the residents to participate in this community-wide initiative.

The theme of the activity was "Signs of Spring." By the end of the challenge, we received 15 official submissions, but suspect that many more homes actually participated.

The involvement went beyond simple window displays and included statues, door decorations, family tributes and more. Overall, it was a great burst of positivity from the Sun City Huntley residents when they needed it most!





# How are we doing? Community Feedback

Based on the fantastic feedback we have received throughout our region, including the quotes below, we know that our services are not only making a difference to help slow the spread of COVID-19, but that they are also positively impacting the well-being of the residents whose lives we touch every day.

#### **Debbie Cooper, Myrtle Beach Resort, Myrtle Beach, NC**

Hello Tom - I would like you to know that Debbie is the most awesome person I have ever had the pleasure of speaking with. She is genuinely kind and so pleasant. I have had many back and forth emails with her and she has never lost patience with me as so many people do with the elderly these days. She is a remarkable woman and a real asset to the Resort.

#### **Michael Refat, Cambridge Commons, Cambridge, MA**

I've lived here long enough to have "gone through" many property managers, and you, Michael, are the best. Hope you are well, too. Carol

#### **Judy Clickner, Somerset Run, Somerset, NJ**

Thank you Judy. Great ideas to pass the time. Grayson loved the tour of The Louvre. He wanted to see the MONA LISA. He is doing a book report, so the visual was great. We had a MONA LISA in our house, and her eyes followed wherever you went. His mom and dad have it now. Hope you and your family are doing well. The community has really come together to help where needed. Stay safe. Much love and gratitude. Sheila A.

#### **Angela Johnson, The Artisan Condominium, Washington, DC**

Dear Angela, I hope you are well. Your updates are greatly appreciated! Stay safe and healthy. Thank you, Allison

#### **Rafael Reyes and Michael Napolitano, Bellefair, Brook, NY**

Thank you for the update. Rafael, Mike, I also wanted to take a minute to pass along my sincere thanks for all you guys have been doing these last few weeks. Even with the meeting house closed you guys have been a visible presence in the community. Nothing is being missed and you are using this an opportunity to even get ahead in some places like cleaning the carpets, etc. Now is when so many are using this time period to do less, you guys seem to be stepping up and doing more. On behalf of myself, the board and the entire community THANK YOU. Stay safe, Jon

#### **Lizzy Delorme, Retreat at Riverland Homeowner, Charleston, SC**

Good morning - I pray this note finds you and your family safe and healthy. This week the landscape folks sowed grass seed in the parking median as you had promised, and I wanted to say thank you. During these difficult times, this is a small thing, I know - but I have so little control over the big issues right now, this tiny bit of problem solving made me very happy. I sincerely appreciate your help in this. Sidney H

If you are a board member of a community we proudly serve and have questions, please reach out to your manager or the 24/7 Customer Care Center at **800.870.0010**.

To learn how FirstService Residential can help your community navigate the coronavirus crisis and other emergency situations, please contact **703.342.9020**.

